

DAA UK Service Manual

11/01/25

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Statement of Purpose

This service manual has been developed by NSC on request of the DAA UK Conference. It is seen as an evolving document, initially produced during the 7th year since DAA UK's NSC and Conference came into being. It is intended as a guide for those wishing to do service in DAA UK, or those wishing to understand more about how we organise ourselves nationally around our primary purpose. To adapt a quote from our beloved Big Book:

Our [service manual] is meant to be suggestive only. We realize we know only a little. God will constantly disclose more to you and to us. (adapted from Alcoholics Anonymous, p.164)

History

The first DAA UK meeting 'Into Action' was started in Plymouth in November 2009. In the years to come, Intergroups sprung up in both the South West region and the South East, followed, for a period, by Intergroups in the North West and Southern Counties. In 2013, work began on the establishment of a National Service Committee, following a 'World Conference' in 2017, the first DAA UK Conference voted the NSC into existence in 2018.

The Twelve Steps of Drug Addicts Anonymous

1. We admitted we were powerless over narcotics and all other mind-altering substances - that our lives had become unmanageable.
2. Came to believe that a Power greater than ourselves could restore us to sanity.
3. Made a decision to turn our will and our lives over to the care of God as we understood Him.
4. Made a searching and fearless moral inventory of ourselves.
5. Admitted to God, to ourselves, and to another human being the exact nature of our wrongs.
6. Were entirely ready to have God remove all these defects of character.
7. Humbly asked Him to remove our shortcomings.
8. Made a list of all persons we had harmed, and became willing to make amends to them all.
9. Made direct amends to such people wherever possible, except when to do so would injure them or others.
10. Continued to take personal inventory and when we were wrong promptly admitted it.
11. Sought through prayer and meditation to improve our conscious contact with God as we understood Him, praying only for knowledge of His will for us and the power to carry that out.
12. Having had a spiritual awakening as the result of these steps, we tried to carry this message to drug addicts, and to practise these principles in all our affairs.

The Twelve Steps are adapted with permission from AA World Services, Inc. The permission to adapt AA's Steps does not imply an endorsement or affiliation with DAA.

The Twelve Traditions of Drug Addicts Anonymous

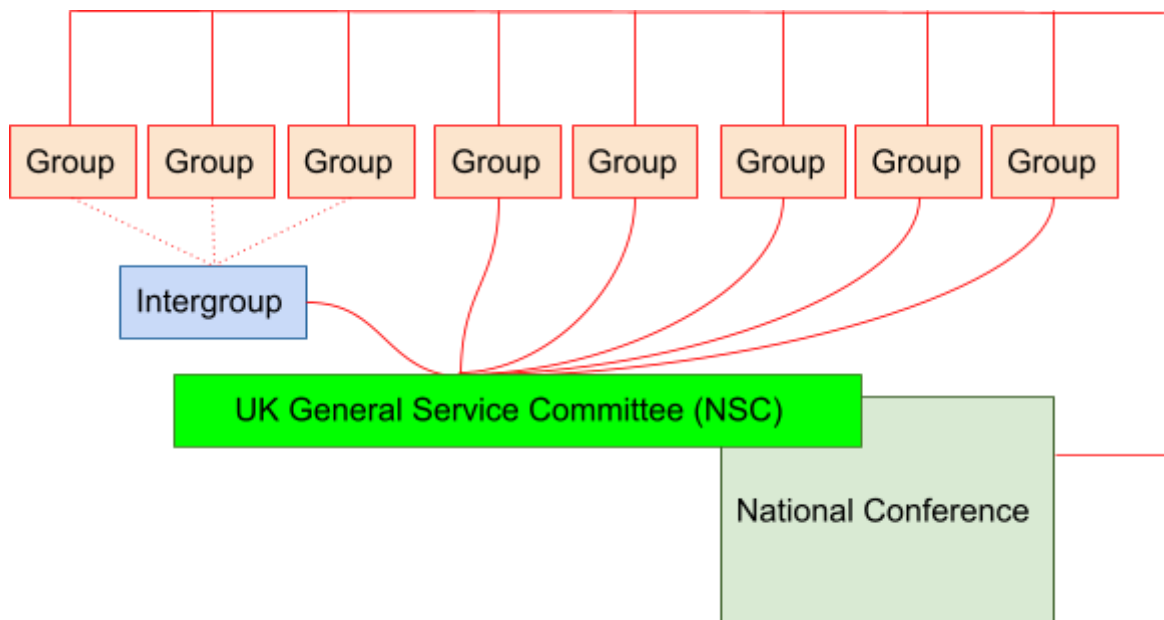
1. Our common welfare should come first; personal recovery depends upon DAA unity.
2. For our group purpose there is but one ultimate authority - a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.
3. The only requirement for DAA membership is a desire to stop using narcotics and all other mind-altering substances.
4. Each group should be autonomous except in matters affecting other groups or DAA as a whole.
5. Each group has but one primary purpose - to carry its message to the drug addict who still suffers.
6. A DAA group ought never endorse, finance or lend the DAA name to any related facility or outside enterprise, lest problems of money, property and prestige divert us from our primary purpose.
7. Every DAA group ought to be fully self-supporting, declining outside contributions.
8. Drug Addicts Anonymous should remain forever nonprofessional, but our service centres may employ special workers.
9. DAA, as such, ought never be organized; but we may create service boards or committees directly responsible to those they serve.
10. Drug Addicts Anonymous has no opinion on outside issues; hence the DAA name ought never be drawn into public controversy.
11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio and films.
12. Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles before personalities.

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National Service Structure

The purpose of the National Service Structure is to provide a suitable forum for practice of Tradition 2 (decision-making based on an informed group conscience) for matters of national relevance (eg. creating new literature). It also relieves Intergroups (where they exist) of the burden of conducting national DAA business (eg. UK website, UK helpline, liaison with other countries), so they can focus on serving the groups in their own area.

The 'Conference' is an annual face-to-face meeting attended by all GSRs and the regular National Service Committee members. Its main function is to consider, debate and decide upon the direction of the fellowship for the coming year (discussion topics known as 'Questions for Conference').



This committee is composed of elected members, National subcommittee chairs, and Intergroup representatives. In regions without an Intergroup, a local group may choose to send a representative to the NSC.

The DAA UK Conference and Convention

The Convention and the Conference are annual DAA events.

Convention

The Convention is a fellowship event, which aims to promote unity in DAA. It is held in a different city/town each year and typically takes place in late summer or autumn. Regions submit bids to the NSC to organise the Convention, and much of the planning is usually undertaken by DAA members living locally, who form a 'Convention committee' which draws funds from, and is responsible to, the NSC - sending a monthly representative to report on progress.

Intergroup reps should inform their groups that bids to host the next NSC Convention are open as soon as the previous Convention has taken place. Bids should be submitted by January of each year.

Conference

The Conference is an annual event bringing together representatives from DAA groups to discuss matters that affect DAA as a whole. For more information, please refer to the Conference Charter, below.

Guidance for the organising of both the Conference and Convention is available in a document held by the NSC and passed on to those elected to organising committees.

DAA UK Conference Charter

Article 1. Purpose

The Conference decides on the priorities and special projects of the National Service Committee (NSC) and its Subcommittees (e.g., website committee) for the coming year, and how we use our collective funds. Each representative who votes is helping to channel the group conscience of DAA (UK) as a whole.

Article 2. Composition

Every DAA group in the UK is asked to send a delegate to the Conference to discuss and vote on issues raised.

A chair and one to two minute-takers will be present, and will typically have communicated with groups beforehand and organised the agenda.

Members of the NSC will be present.

Article 3. Conference relationship to DAA UK

Conference is the active voice of the fellowship of DAA UK. It guides its direction and growth.

Article 4. Conference: meetings and agenda

The Conference traditionally takes place the day after the Convention, as that's when fellows are all in the same region. During the pandemic, the 2020 and 2021 Conferences took place online. All other instances to date have been in-person, and not hybrid.

The agenda includes:

1. Previous year's actions;
2. Reports from NSC members of the past year's activities;
3. A financial report from the treasurer;
4. Reports of the past year's activities from intergroups (and lone groups);
5. Old business (scheduled, or carried from the previous year(s));
6. New business (brought by groups, or NSC).

Article 5. Conference delegates: purpose

Groups in the UK should send a delegate in order for the Conference to truly represent and be able to make decisions on behalf of DAA in the UK.

The delegate has two roles:

1. They participate in the discussion and vote on proposals that affect DAA as a whole.
2. If their group has put forward a proposal to Conference, the delegate is asked to explain or answer questions about this.

Article 6. Conference delegates: elections and qualifications

Groups elect their own delegate.

It is important that the delegate sent has completed the 12 Steps and it is helpful if they have also studied the 12 Traditions.

Article 7. Conference relationship to the National Service Committee

Decisions that are made by the fellowship at Conference are then carried out by the National Service Committee (NSC) who meet throughout the year (monthly, online).

The National Service Committee reports back to Conference each year on the actions they took to carry out the wishes of the fellowship. The fellowship can then advise on any changes they would like to be made.

Article 8. National Service Committee: meeting, composition, election, voting, rotation, responsibilities, and finances

The National Service Committee's executive members are empowered to manage and conduct national service affairs. They are the principal planners and administrators of over-all policy and finance. They have custodial oversight of the separately managed services and sub-committees, exercising this through their ability to elect all the officers of these entities.

Meeting

- NSC shall meet at least once every two months.
- All NSC officers shall submit a report for inclusion on the agenda. Reports and new agenda items should be submitted by email to the Chair and Secretary no less than 3 days before the scheduled NSC meeting. Secretary to send out the final agenda no less than 2 days before the meeting.
- Secretary's minutes shall be written and distributed to all NSC members within two weeks of the NSC meeting.

Composition

- The same person may not hold more than one position on the NSC.
- *Elected members of the NSC:*
 - Chair
 - Treasurer
 - Secretary
 - Literature/Printing Coordinator
 - Helpline Coordinator
 - National PI Coordinator
- *The NSC's subcommittees:*
 - Website Committee
 - National Conference
 - National Convention
 - Accessibility Committee (currently inactive)

Election

- NSC officers are elected by the NSC.
- Abbreviated job descriptions to guide election of officers can be found below.
- Knowledge of the 12 Traditions should be included in all job descriptions for National Service Committee positions.

Voting

- The NSC will be quorate if 5 voting members are present.
- Intergroup reps (or representatives of lone groups) and elected NSC officers are entitled to one vote.
- The NSC Chair's vote shall be used as a casting vote only.
- For a motion to be carried, two-thirds of votes cast must be in favour. Abstentions do not count as votes.

Rotation

- The NSC (and its subcommittees) will run on a 2-4-2 policy. Specifically, this policy means:
 - Members can hold any service position for a maximum of two (2) years, prior to being replaced/stepping down.
 - Members can then hold further service positions on the same committee up to a maximum of four (4) years. This is inclusive of the initial service position, not in addition.
 - After the service period of 4 years has been reached, the member must stand down from active service on the committee for a period of two (2) years.
 - After the two (2) year stand-down period is complete, the member is once again eligible to hold an active service position on the committee.
- Any member who is unclear on this structure should seek clarification from the NSC chair, prior to nomination for, or continuation of, a service position. Note: A member who has served for two (2) years in a position and/or four (4) years on a committee may serve an additional two (2) months and no more in the event of their service position remaining vacant when they are due to rotate. After this, the position must remain vacant until filled again.

Responsibilities and non-attendance

- All NSC officers should have knowledge of the 12 Traditions.
- If an NSC officer does not attend or communicate for 3 months in a row, the position will be re-offered.
- If an NSC officer has been in communication but not fulfilling their role, the committee can propose a 'vote of no confidence'.

Finances

- Officers claiming reimbursement of expenses incurred must submit relevant receipts/invoices to the Treasurer. Requests for money must be approved by vote.
- DAA UK funds shall be held in the DAA UK NSC bank account and distributed to sub-committees as and when required. The NSC bank account shall require dual authorisation for release of funds.
- Treasurer will keep accurate records of all transactions, including copies of relevant receipts/invoices.
- In the event of NSC dissolving, any funds held shall be returned to the UK Intergroups, in direct proportion to the amounts contributed by each IG.
- Floats of £100 are available as required by the Literature & Printed Matter Officer. The floats do not require a vote from the committee.

Safety

- The NSC will respond to requests from DAA groups for guidance about meeting safety by sharing the DAA safety card.

Article 9. Conference: general procedures

Voting

- Voting at the DAA UK Conference will be restricted to group delegates only. 50% of registered attendees constitute a quorum.
- For a motion to be carried, two-thirds of votes cast must be in favour. Abstentions do not count as votes.

Article 10. General Warranties of Conference

I. In all its proceedings the DAA UK Conference shall observe the spirit of DAA tradition, taking care that the Conference never becomes the seat of perilous wealth or power;

II. That sufficient operating funds and an ample reserve be its prudent financial principle;

III. That none of the Conference members shall ever be placed in a position of unqualified authority over others;

IV. That all important decisions be reached by discussion, vote, and whenever possible, substantial unanimity;

V.. That its actions never be personally punitive nor an incitement to public controversy;

V. That, though the Conference may act for the service of DAA UK, it shall never perform acts of government;

VI. That, like the Society of Drug Addicts Anonymous (United Kingdom) which it serves, the Conference itself will always remain democratic in thought and action.

NSC Job Descriptions

Chair

18 month commitment.

Suggested clean time: A minimum of 1-year.

All officers should have knowledge of the 12 Traditions

The chairperson needs a sound understanding and appreciation of the Step and the Traditions, along with experience gained through applying these guiding principles successfully in roles such as GSR, Intergroup Rep or Subcommittee Chair. Communication skills, leadership qualities and sensitivity are also important.

Roles and Responsibilities:

- Chair the monthly NSC committee meeting (online)
- Be responsible for the smooth running of the monthly NSC meeting
- Inform the NSC secretary of any business items to be added to the meeting agenda
- Work closely with the secretary to ensure that adequate minutes are taken
- Uphold DAA's 12 Traditions and NSCs policies and procedures, for example, voting guidelines, during NSC meetings
- Keep DAA groups informed (via GSRs) about the activities of the NSC
- Liaise with international groups as required
- Ensure that the Conference is organised annually, either recruiting a Conference committee, or managing this within the NSC
- Add new business voted on by Conference to the NSC agenda, and oversee it's progress
- Attend and report back to Conference on the activities of the NSC

Treasurer

24 month commitment.

Suggested clean time: 2 years

All officers should have knowledge of the 12 Traditions

Roles and Responsibilities:

- Attend monthly NSC meetings.
- Provide a report (itemised incomings/outgoings, and resulting opening/closing balance) to the NSC Secretary in advance of the meeting .
- Record incomings (eg. group donations).

- Initiate payments as required (eg. NSC-sanctioned requests from sub-committees, World Convention funds).
- Monitor the NSC webmail to check for invoice payments due and file the invoices.
- NB. The DAA NSC account has 'dual authorisation' meaning that two of the four signatories on the account are required to make a payment. Treasurer needs to follow up with signatories to ensure another signatory can authorise to ensure prompt payment
- Provide NSC with the information necessary to make prudent spending decisions.
- Ensure all incomings/outgoings are recorded systematically. When reimbursing expenses, always try to get proof of purchase (eg. receipt, train ticket, invoice). Record information on DAA NSC Treasury Spreadsheet

Secretary

12 month commitment.

Suggested clean time: 1 year

All officers should have knowledge of the 12 Traditions

Roles and Responsibilities:

- Prepare and circulate an agenda and any other necessary documents NSC in advance of monthly NSC meetings.
- Send invitations to the NSC meetings to GSRs when circulating the draft agenda.
- Take notes during monthly meetings.
- Prepare and circulate minutes, GSR announcements and any other necessary documents following monthly meetings
- Maintain online admin in Google Drive, including:
- Management of permissions for the Google Drive, ensuring that all past DAA and NSC members are removed, and that the Chair and Secretary only, retain access
- Ensuring the Treasurer has access to the "Treasurer" folder.
- Filing of documents in the appropriate folder
- Ensuring that the contacts spreadsheet is updated with current NSC contacts
- Manage the NSC Email account (nsc@daa-uk.org), used for all NSC communication both internally and externally.
- Be responsible for DAA insurance - renewal date 17th August

Helpline Coordinator

24 month commitment.

Suggested clean time: 6 months

All officers should have knowledge of the 12 Traditions

Role requirements

- Responsible for the DAA UK helpline
- Responsible for finding new first responders.
- Ensures the number of the new responder is added to the phone service provider website and removed when service is completed.
- Ensures that each responder is properly inducted into answering and acting on calls made, using literature provided
- Will act as the second responders should the first responder be unable to take a call
- Ensures that accurate records are kept by the responder and compiles these into a report for the intergroup's secretary each month.
- Ensures there are no issues with the line and investigates any problems with TTNC where necessary.
- Upholding the agreed Data Protection Protocol.
 - a. [Please see here](#) for the full document
 - b. Requirements specific to your role are:
 - c. Mini biographies for the helpline coordinator

The helpline coordinator will store a password-protected file. This file will not be shared with anyone without express consent. If consent is given, the coordinator will inform the secretary, so it can be added to the record of verbal consent.

Website Chair

24 month commitment.

Suggested clean time: 6 months

All officers should have knowledge of the 12 Traditions

- Ensures smooth running of the meeting
- Attends the NSC, usually at 7.30pm on the 2nd Monday of every month via conference call
- Chairs the web committee meeting. To do this the chair should:
 - Keep their opinions to a minimum - ideally the chair should only speak to add clarity or to move discussions on. However this will be driven by context and the chair maybe called upon to share experience if it will help avoid repeated discussion

- Ensure all who want to speak get the opportunity - but also keep an eye on those who go on and on...
- Maintain order
- Keep the agenda running to time
- Works closely with the secretary/minute taker to ensure that adequate minutes are taken
- Writes the agenda and sends it out a few days in advance of the meeting
- Takes on the role of email responder, website updater or link builder; rotating monthly with other committee members
- Should be familiar with past minutes and present agenda
- Will perform all duties required by the website committee in a timely fashion
- Ensure applicable actions are adhered to when people join/leave the committee (the actions can be found guidelines folder)

Literature Coordinator

18 month commitment

Suggested clean time: 6 months

All officers should have knowledge of the 12 Traditions

- Responsible for stocking and distribution of DAA UK literature for all groups (including for PI/H&I work).
- Take orders for literature via the DAA literature email: literature@daa-uk.org
- Oversee delivery of literature orders to groups nationally.
- Keep an inventory of all orders and receipt of any payments and costs
- Compile a report for the NSC (National Service Committee) each month
- Communicate with NSC when stock is running low
- To amend files to mirror current DAA status I.E location and times
- To make sure files are accessible to all DAA groups
- To give support to any members seeking to do print runs

National PI Coordinator

12 month commitment.

Suggested clean time: 1 year

All officers should have knowledge of the 12 Traditions

- Attend the NSC monthly and report on activities
 - Create a regular communication feedback circle for all regional PI officers, so that resources such as presentation materials can be shared as well as valuable experience (for example, how to liaise with prisons)
 - Handle national PI correspondence via email when applicable (for example, if a national organisation emails us asking for a presentation to the Samaritans or others)
 - Coordinate national PI matters such as the DAA's online presence (assist the website committee, maintain the DAA Facebook page, get links to the DAA website posted on NHS sites, and any other national awareness-raising initiatives). This could include Facebook ads and national newspaper/radio ads.
 - Keep regional PI Committees informed about national PI matters / initiatives
 - Facilitate communication/cooperation between regional PI committees
 - Organise twice-yearly Zoom calls where members of regional PI committees can share ideas/practices.
-

Declaration of Unity

This we owe to D.A.A.'s future:
to place our common welfare first;
to keep our Fellowship united.

For on D.A.A. unity depend our lives and the lives of those to come.

*Adapted from AA, pending permission.